



NORTHUMBERLAND HILLS HOSPITAL

PATIENT- AND FAMILY-CENTRED CARE

1. STATEMENT OF PURPOSE

Patient- and family-centred care has been a Board Strategic Direction for the past six years. There is a requirement to further define what patient- and family-centred care is and what actions Northumberland Hills Hospital (NHH) will take to further support and enhance this approach.

2. NHH Values

Patient- and family-centred care at NHH is driven by the core values held by the organization:

- **Integrity**
- **Quality**
- **Respect**
- **Collaboration**
- **Compassion**

3. DEFINITION OF PATIENT- AND FAMILY-CENTRED CARE

Providing care that is respectful of and responsive to individual patient preferences, needs and values and ensuring patients' beliefs guide all clinical decisions.¹

4. PATIENT- AND FAMILY-CENTRED CARE AT NORTHUMBERLAND HILLS HOSPITAL

- A. Building upon the work of Northumberland PATH, five key principles define this approach:
 - i. Respecting and honouring the beliefs of patients and families
 - ii. Collaborative engagement and partnership with patients and families

¹ Institute of Medicine, *Crossing the Quality Chasm; A New Health System for the 21st Century*, Washington DC: National Academy Press, 2009. Page 6

- iii. Excellent communication for shared decision making with patients and families
 - iv. Holistic care with patients and families
 - v. Empathic relationship with patients and families
- B. As an organization, NHH needs to address patient- and family-centred care within three dimensions:
- i. Interpersonal, or how we relate to patients / families
 - ii. Provision of care and enabling care to meet the needs of the patient / family
 - iii. Organization-wide structures and process designed to best meet the needs of patients / families

